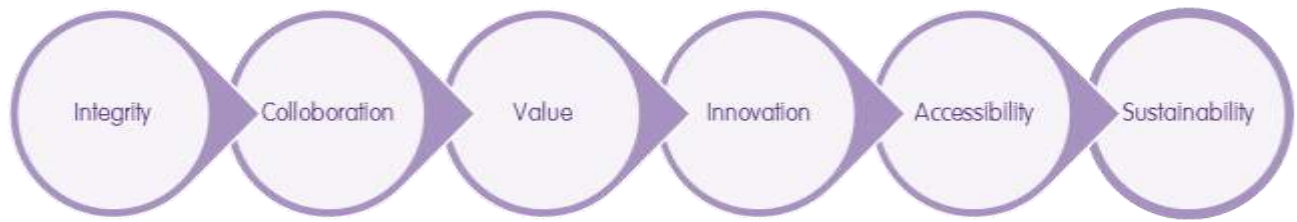


HCA Freedom From Abuse and Neglect Statement



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability
are the values that underpin all of our services and relationships.

Policy Statement

HCA's focus is on reducing risk and vulnerability, increasing safety and autonomy and promoting a systematic approach to safeguarding people with disability.

This policy aims to strengthen the systems and mechanisms that provide effective and reliable safeguards for people with a disability, promoting a culture of empowerment.

HCA affirms the right of all people to live their lives free from neglect, abuse and exploitation. If HCA becomes aware of an instance of abuse or neglect we shall respond promptly, professionally and compassionately to address the situation in accordance with legislative, compliance and human rights conventions and requirements applicable to HCA.

HCA has a duty of care to ensure that the rights of our customers are respected, their wellbeing safe guarded and that they are not exposed to any form of abuse or neglect while in any of our services.

In our efforts to provide and to adhere to human rights principles and legislation HCA will ensure that:

Client decision making and right to self-determination is adhered too. Clients, staff and other relevant people are made aware of their rights. HCA actively support staff in understanding and implementing human rights principles through the provision of training.

Policy Details

Yours Rights.

- everyone has the right to live their life safely and free from abuse, violence, neglect and fear
- everyone has the right to make choices about their life
- everyone has the right to be treated with respect and dignity by everyone at all times

HCA's Responsibilities

- HCA have a duty of care to prevent abuse and neglect for the customers using our services and for all employees that work for HCA.
- HCA do this by having strategies in place to ensure the right staff support customers, and that they can identify if someone is being abused.
- HCA train staff to be aware if a customer or anyone else is suspected of abuse or neglect.
- HCA have reporting guidelines in place to protect everybody from abuse and neglect.

- HCA can also help customers to understand what abuse and neglect means to protect them from this happening to them

HCA will ensure the customer is safe at all times and can support the customer to be able to discuss any issues or concerns that they might feel or have.

Types of Abuse & Neglect

There are different kinds of abuse and they may include:

- **Physical abuse** – when someone hurts your body, such as hitting or restraining you
- **Sexual abuse** – when someone makes you do sexual things that you don't want to do
- **Emotional abuse** – when someone does things to hurt your feelings like calling you names
- **Financial abuse** – when someone spends your money or takes your belongings without consent
- **Neglect** – when your supports and care is not meeting your basic needs
- **Discrimination** - when people treat you differently or unfairly because of who you are, your abilities, what your beliefs are, and what your cultural background is.

There are a number of types of services to protect you and support you through any form of abuse and neglect. HCA can assist you in finding the right services if any of the above occurs or if you think you are at risk of this happening.

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 1 – Rights